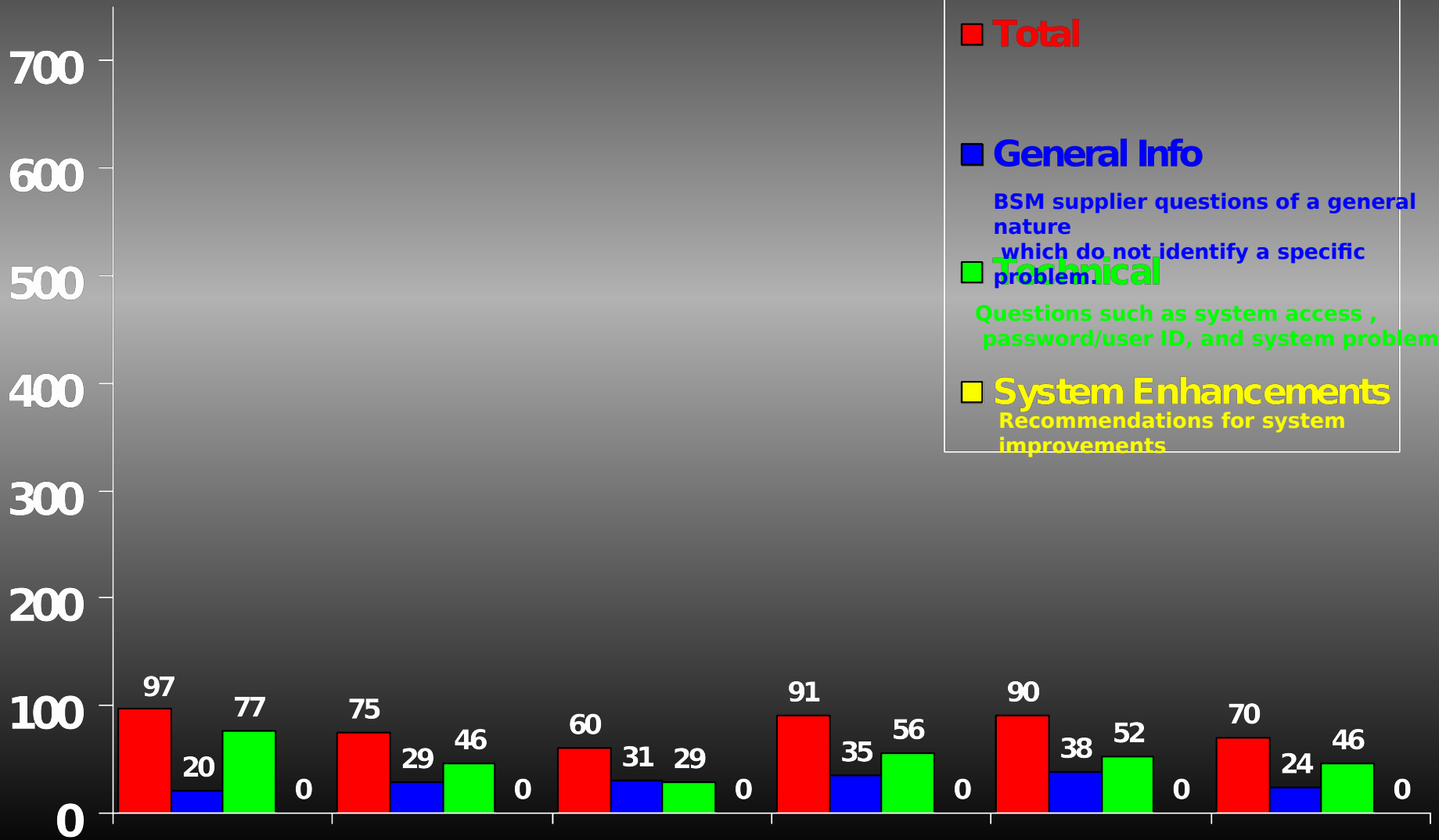




SRweb RELATED CONTACTS

As of 22 Apr 04

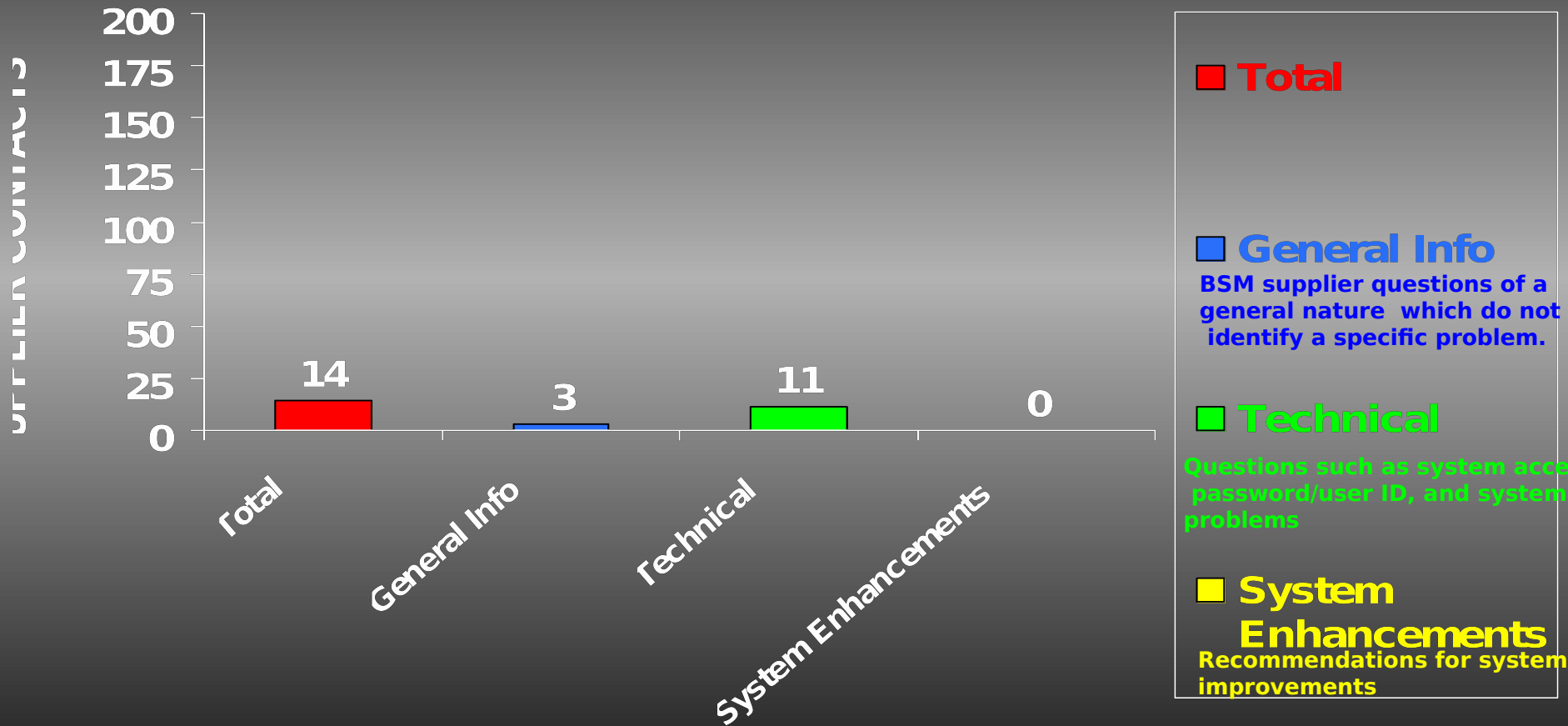
CONTACTS





SRweb RELATED CONTACTS

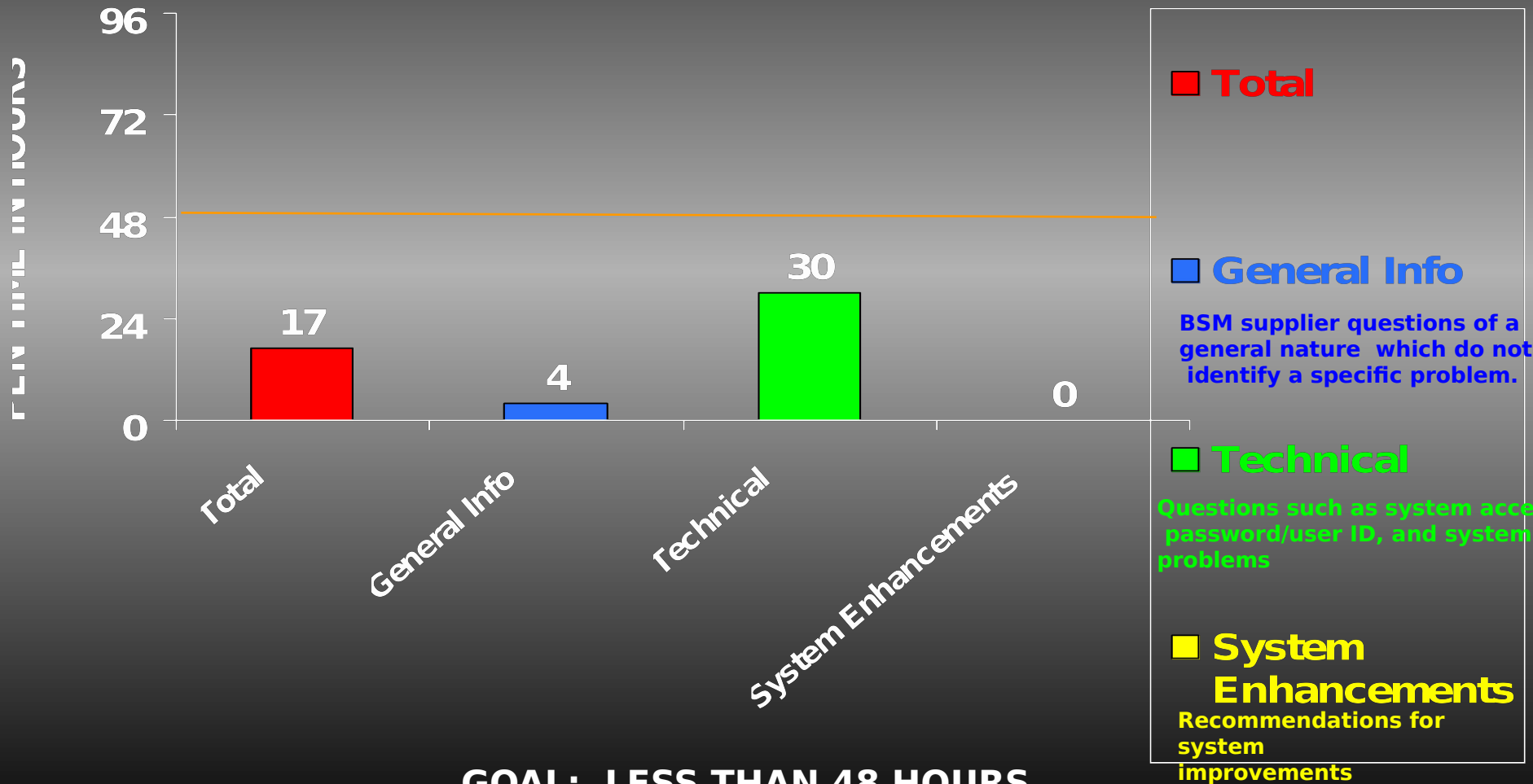
WEEK OF 16-22 Apr 04





SRweb ISSUES

Average Resolution Time
16-22 Apr 04

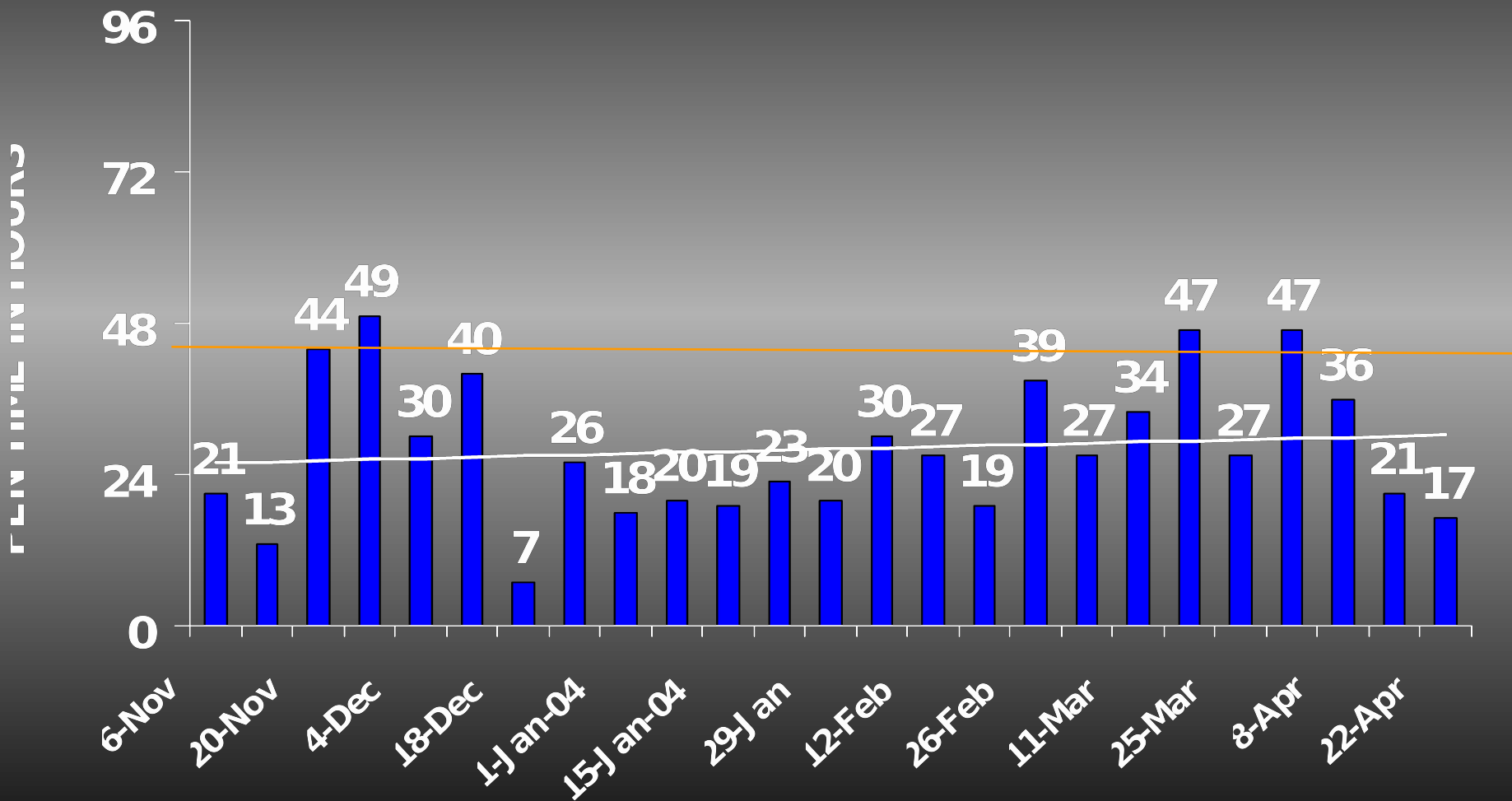


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 16-22 Apr 04

